

# MISSION STATEMENT

*The mission of the Financial Institutions Bureau (Bureau) is to maintain a regulatory climate conducive to healthy, competitive, and responsible financial institutions and, thereby, instill public confidence in these institutions. To fulfill this mission, the Bureau has four major goals:*

- 1. To ensure that financial institutions operate safely, soundly and in compliance with applicable law.*
- 2. To ensure that financial services are available to meet the needs of Michigan citizens.*
- 3. To provide a full range of competitive opportunities to financial institutions.*
- 4. To encourage financial institutions to advance economic development.*

*These goals are achieved through supervisory and regulatory processes, by developing a highly efficient and effective staff, and by developing and maintaining open lines of communication with consumers, financial institutions, governmental agencies, and others.*

*The Bureau operates under five guiding principles:*

- 1. Dedication to excellence.*
- 2. Achieving results through teamwork.*
- 3. Maintaining a commitment to integrity.*
- 4. Maintaining a focus on our mission and goals.*
- 5. Commitment to sound management practices.*

John Engler  
Governor



**CONSUMER  
& INDUSTRY  
SERVICES**

Kathleen M. Wilbur  
Director  
Department of Consumer  
and Industry Services



Patrick M. McQueen  
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